



FY19 Customer Service Annual Report



*Deputy Secretary Nelson E. Reichart reads the names of 2018 Caught DGS employees.
Employee Appreciation, May 2, 2019*

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FY19 Highlights

eMMA (eMaryland Marketplace Advantage)

Launched in July, the State's new e-procurement system is making state procurement and business processes more efficient, transparent, secure and user-friendly.

- Single access point to review and participate in sourcing opportunities across the State.
- Allows buyers to collaborate with vendors from the bidding and contracting process through to the purchasing process.
- General Services, in coordination with DoIT, manages the program through the new DGS Office of Procurement.



Maryland Capitol Police/Department of Labor (MCP/DOL) Merger

Legislation passed in the 2019 General Assembly Session established a unified command providing these benefits:

- More resources and better coordination for more responsive customer service.
- Reduced overhead.
- Personnel can be more efficiently and effectively deployed for more responsive customer service.



Bill signing, April 18, 2019

eMaint

A new Computerized Maintenance Management System (CMMS) Customer Support Center launched in September 2018.

- Cloud-based comprehensive work request and work order management tool enabling data-driven strategies to extend the life of assets.
- Efficient means of providing customer service through a single point of contact for any tenant concerns relating to DGS-managed facilities.
- Data collected:
 - Work orders from tenants in DGS-managed facilities and DGS staff.
 - DGS-managed building layouts, equipment and equipment repair history.
- Services provided:
 - Assist tenants in DGS-managed facilities with opening and tracking their own work requests.
 - Updating and escalating any work orders for those tenants to provide prompt service.



Ribbon Cutting for new office, September 18, 2018

Capital Grants & Loans

The level of customer service provided to grant recipients increased in FY19.

- Proactive outreach to grantees.
- Workshops for grantees so they can better-understand their responsibilities.
- Improved processes for submitting contracts for review, determining eligible expenses, and submitting requests for payments, along with a timeframe for service delivery.
- Established creative partnerships with grantees to enhance the customer experience.
 - In collaboration with the B&O Railroad Museum, displays of B&O projects were mounted in the 301 W. Preston St. lobby for the viewing interest of employees and visitors alike.



“Best in Service” celebrating Black History Month



“First Mile Stable Project”

#MDHelps

A multi-agency/private-sector effort to support federal workers who were affected by the partial federal government shutdown in Dec '18 – Jan '19.

- DGS organized a food and gift-card drive with 15 drop-off locations in state-owned buildings across Maryland; collected items were distributed to local food banks.



Local nonprofits at State Center to receive donations for distribution to impacted federal employees.

Federal Surplus Personal Property Donation Program

General Services is the Maryland state agency of record for the Federal Surplus Personal Property Donation Program.

- Oct 2018 - 535 computers and accessories valued at over \$535,000 donated to the Town of Bladensburg in Prince George’s County for distribution to three public schools and the Bladensburg Community Center.



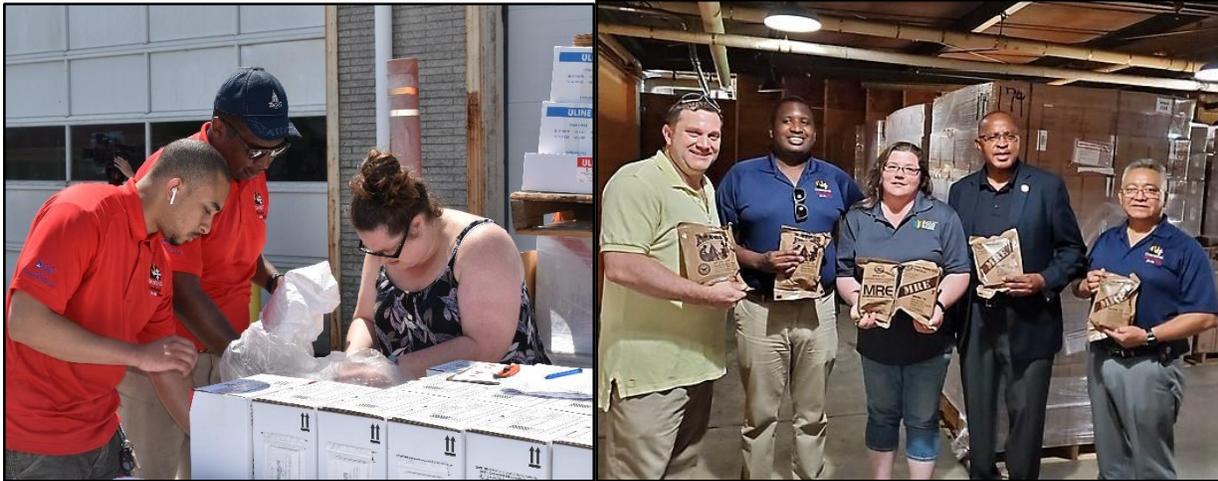
Computers donated to Bladensburg High School



Students at Templeton Elementary School work on donated computers

- 2nd half of 2018 - General Services delivered more than \$2.5 million in federal surplus property, including computer equipment and furniture, to Marylanders in need, public schools, non-profit organizations, municipal agencies, federally-certified 8(a) firms.

- 1st half of 2019 - General Services, in partnership with the Governor's Office of Community Initiatives, delivered \$8.3 million in surplus property to Marylanders in need:
 - More than 87,000 meal kits,
 - 120,000 liters of bottled water,
 - 165 computers,
 - 131 pieces of furniture, 500 books, and more.



Sharps delivery to Cambridge & Meals Ready to Eat (MREs) delivery to Anne Arundel Food Bank



Water Delivery to Anne Arundel Food Bank

Media Coverage – FY19 Highlights

August 13, 2019

The Star Democrat: New National Guard armory opens in Easton

https://www.stardem.com/news/local_news/new-national-guard-armory-opens-in-easton/article_d72ddecc-35e9-599a-994c-f27ff307f57f.html

Chris Polk



July 31, 2019

Cumberland Times-News: New state police barrack construction to begin soon

https://www.times-news.com/news/local_news/new-state-police-barrack-construction-to-begin-soon/article_1bdd9c95-dfa5-5e2c-9af7-4cfe7f8e112f.html?fbclid=IwAR10xSpkbyIOueux_PpHEoeygRdF4SzIu9HD9KuwY-ZzXhM5ESNY5BT7a7c

Jeffrey Alderton



July 26, 2018

Baltimore Sun: Preservationists keep watch over historic downtown post office renovation
<https://www.baltimoresun.com/maryland/anne-arundel/annapolis/bs-ac-cn-annapolis-post-office-20180725-story.html>

Tim Prudente

July 25, 2019

Baltimore Sun: You asked: What's at the top of that weird spire in Baltimore's skyline. We took a reader up to find out.

McKenna Oxenden

<https://www.baltimoresun.com/ask/bs-ask-william-donald--20190725-gt7t2ii55zcknblyqa7prjsva-story.html?fbclid=IwAR13rkRFNEsYjBO4yrcCCdARteL64X945ZYh61aOD4zjvpXN5675oJrm93E>



July 9, 2018

Capital Gazette: Lawyers Mall construction to require temporary removal of Marshall statue
<http://www.capitalgazette.com/news/annapolis/ac-cn-lawyers-mall-0710-story.html>

Elisha Sauers

A failing heating system in front of the State House will require uprooting the Thurgood Marshall statue, along with its stone fixtures and surrounding bronze figures.



June 14, 2019

WBFF: Maryland celebrates National Flag Day with handheld flags

<https://foxbaltimore.com/news/local/maryland-celebrates-national-flag-day-american-flag-turns-240-years-old>

Staff

The State of Maryland Maryland celebrates National Flag Day today and the Maryland Department of General Services (DGS) is commemorating Flag Day by presenting hand-held flags to visitors and employees at DGS facilities in Baltimore and Annapolis.

March 8, 2019

Baltimore Fishbowl: MD Science Center brings in new digital IMAX projector, sound system
<https://baltimorefishbowl.com/stories/md-science-center-brings-in-new-digital-imax-projector-sound-system/>

Brandon Weigel

When fans head to the Maryland Science Center this weekend to see “Captain Marvel,” they’ll get to experience every fight scene and action sequence with crisp digital visuals and a state-of-the-art sound system in the museum’s five-story IMAX Theater.

Note: At the time, Lt. Gov. Boyd Rutherford, who was chairing the Board of Public Works for a vacationing Gov. Larry Hogan when the grants were approved, said in a statement, “Our citizens deserve world-class institutions that promote the arts and sciences, and these iconic organizations help Baltimore City continue to serve as Maryland’s cultural center.”

March 7, 2019

Southern Maryland Chronicle: Hogan Administration Announces Award to Modernize State Procurement Process [Press Release]

<https://www.southernmarylandchronicle.com/2019/03/07/hogan-administration-announces-award-to-modernize-state-procurement-process/>

Staff

The Hogan administration today announced Board of Public Works approval of a new statewide e-procurement system, eMaryland Marketplace Advantage.

Note: “With the addition of this e-procurement system, Maryland is taking a significant step forward in the way we do business,” said Governor Hogan. “I am extremely proud of the team effort between the Departments of General Services, Information Technology, Budget and Management, and Transportation, as well as the guidance of Lt. Governor Boyd Rutherford, to complete this major procurement and ensure that Maryland remains open for business.”

Note: “eMaryland Marketplace Advantage is much more than the state’s new bid board,” said Lt. Governor Rutherford. “It is an adaptive tool that provides innovation and flexibility over time, fits into our modernization goals of innovation and efficiency, and will help us anticipate future needs. It is a comprehensive procurement and business process transformation.”



eMMA Contract Approved at Board of Public Works meeting

November 14, 2018

Baltimore Fishbowl: Hogan administration approves \$6.4 million in grants for Hippodrome, Maryland Science Center and others

<https://baltimorefishbowl.com/stories/hogan-administration-approves-6-4-million-in-grants-for-hippodrome-maryland-science-center-and-others/>

Ethan McLeod

From a new IMAX projection system for the Maryland Science Center to larger-than-life exhibits for kids to learn and play, state officials today signed off on more than \$6 million in bond-funded grants to help some of Baltimore's top downtown institutions with large-scale projects.

Note: With Lt. Gov. Boyd Rutherford filling in today for Gov. Larry Hogan (who's vacationing in Jamaica), the Board of Public Works approved the \$6.4 million in grants for the five institutions.



Recognition Given to Employees Governor's Customer Service Heroes Award

Recognizes and celebrates state front-line workers for their customer service excellence.

Joe Pitruzzella, Chief, Project Cost Center, Office of Facilities Planning
Cathy Marzola, eMMA Program Support Specialist, Business Programs

July 2018
May 2019



Joe Pitruzzella



Cathy Marzola

Governor’s Citation for Outstanding Customer Service

Recognizes state employees who exemplify the principles of the Customer Service Promise.

Kurt Butler, Fleet Manager, Inventory Standards & Support Services

July 2018

Bill Lake, Area Supervisor, Eastern Region Construction Office

July 2018

Nikki Leary, Regional Manager, Rockville District Court/MSC

Oct 2018



Kurt Butler



Bill Lake



Nikki Leary

Employee of the Month

Recognizes an employee nominated in the previous month for “Caught **D**oing **G**reat **S**ervice” who consistently demonstrates a commitment to the Governor’s Customer Service Promise; voted by employees.

2018

Security Ofc. Brenda Redding, Maryland Capitol Police	July
Maryland Capitol Police Active Shooter Response Team	Aug
Bob Hamilton, Sr., Maint, Spvr., Mary E. W. Risteanu DC/MSC, Belair	Sept
Steve Billings, Dep. Chief, Facilities Engineering	Oct
N/A	Nov
Harold “Buddy” Long, Maint. Spvr., Rockville DC/MSC	Dec

2019

Sgt. Sheri Jackson, Maryland Capitol Police	Feb
Bahareh Samimi, Admin. Aide, Rockville DC/MSC	Mar
John Nuth, Electrician, Annapolis Complex	Apr
Ofc. Yu-Wen Cheng, Maryland Capitol Police	May
Officer Michael Herring, Maryland Capitol Police	June
Mechiko Moulden, Maryland Capitol Police Security Ofc.	July
Members of the Annapolis Detachment, Maryland Capitol Police	Aug
Lt. Dennis Donaldson, Sgt. David Lewis, Ofc. Jerry Harris	
Ofc. Yu-Wen Cheng, Ofc. Mark Ferguson, Ofc. Shenell Johnson	
Ofc. Deneen Williams, Ofc Jose Smith, Security Officer Jayme Dixon	
Police Communication Operator Tamera Blackston	
Sgt. Larry Barnes & K-9 Champ	



*Security Ofc. Mechiko Moulden, Annapolis Detachment, Maryland Capitol Police
July 2019 Employee of the Month*



*Members of the Annapolis Detachment, Maryland Capitol Police
August 2019 Employees of the Month*

Caught Doing Great Service

Recognizes employees who provide superior customer service; nominated by supervisors and employees.

2018

Maryland Capitol Police Active Shooter Response Team July
 Antoinette “Toni” Williams, Administrative Specialist, Facilities
 Operations & Maintenance Baltimore
 Sharon Vanzie, Procurement Officer II, Procurement & Logistics

Ben Wood, Cap. PM, Facilities Planning, Design, Construction & Energy Aug
 Bob Hamilton, Sr., Maint. Spvr., Mary E. W. Risteau DC/MSC, Belair

Dennine Queen, Management Associate, FOM Annapolis Sept
 Kim Rennie, Sr. Acquisition Spc., Office of Real Estate
 Steve Billings, Dep. Chief, Facilities Engineering Division

Cristen Ervin, Training & Outreach Mgr., Administration Div. Oct
 Duane Lucas, Maint. Chief IV (Chief Groundskeeper), FOM Baltimore
 Christopher Henderson, Maryland Capitol Police Communications Operator
 Sam Ruppert, Budget Specialist, Fiscal Services

Harold “Buddy” Long, Maint. Spvr., Rockville DC/MSC Nov
 Jeffrey Chance & LT Breedlove, Const. Inspectors, Const. Div.

2019

Libby Tressler, FOM Baltimore Jan
 Sgt. Sheri Jackson, Maryland Capitol Police

Bahareh Samimi, Admin. Aide, Rockville DC/MSC Feb
 Thurgood Marshall, Supreme Court Justice, Honorary Member
 Facilities Planning, Design Construction & Energy Division

Audrey Hinton, Maryland Capitol Police Communications Operator Mar
 George Thomas, Facilities Engineering Division
 John Nuth, Electrician, Annapolis Complex

Fiscal Services Capital Projects Unit Apr
 Rio Woodard, Administrator; Kimberley Slusar, Deputy Administrator;
 Barry Kramer, Accountant; and Robert Nozeika, Fiscal Account Tech.
 Emily Soontornsaratool, Energy Data Program Mgr., Energy Office
 Ofc. Yu-Wen Cheng, Maryland Capitol Police Officer
 Roderick Rinon, Chief Engineer, Baltimore FOM

GovDeals & Statewide Excess Property Disposal Teams: May
 Ed Nunez, Aarica Dupree, Iesha Daniels Overton,
 Jim Bertocchio, Terri Mitchell
 Officer Michael Herring, Maryland Capitol Police
 Mitchel LeQuire, Maintenance Mechanic Sr., Westminster District Court

Christine Stenhouse, Admin. Asst., Facilities Engineering Division June
 Jimmie “JB” Brown, Statewide Vehicle Disposal Specialist
 Inventory Standards & Support Services Division
 Lew Shapiro, Sr. Lease Compliance Agent, Office of Real Estate
 Mahmood Yahyai, Structural Engineer, Public Schools and
 Community Colleges Construction Unit
 Pipe Replacement Team, Baltimore Facilities Operations & Maintenance
 Mechiko Moulden, Maryland Capitol Police Security Officer

Andra Shaw, Regional Building Mgr., Annapolis Facilities Operations July
 & Maintenance
 Members of the Annapolis Detachment, Maryland Capitol Police
 Lt. Dennis Donaldson, Sgt. David Lewis, Sgt. Larry Barnes
 Ofc. Jerry Harris, Ofc. Yu-Wen Cheng, Ofc. Mark Ferguson
 Ofc. Shenell Johnson, Ofc. Deneen Williams, Ofc. Jose Smith
 Security Ofc. Jayme Dixon, Police Communications Operator
 Tamera Blackston)



*Pipe Replacement Team, Baltimore Facilities Operations & Maintenance
 June 2019 Caught DGS*

Leadership Analysis of FY19 and Summary of FY20 Approach

General Services continues to strengthen its commitment to the Hogan Administration's Customer Service Promise, implementing a number of new customer service initiatives, which resulted in improved services and faster response times. These are included in the Highlights section of this report. General Services also expanded its customer service beyond its traditional responsibilities to include partnering with the Federal General Services Administration and Maryland nonprofits to improve the quality of life of our citizens. These are also included in the Highlights section.

The agency is building upon these initiatives in FY20, taking advantage of new technologies to enhance the customer experience and improve response times, as well as working with community partners to improve the quality of life of the citizens they serve. In addition, General Services will continue programs that recognize exceptional customer service, enhance customer service awareness through training programs, and communicate through social media and the website what the agency is doing both internally and externally that underscores the agency's commitment to courteous customer service.

Mission Statement

It is the mission of the Department of General Services to be the accessible, accountable support agency delivering expertise, essential services and facilities operations and management to the state in order to enhance the quality of work/life environments for our stakeholders and the citizens of Maryland.

Vision

To be the premier partner to sister agencies, delivering support, expertise and essential services as needed to facilitate their missions on behalf of the citizens of Maryland.



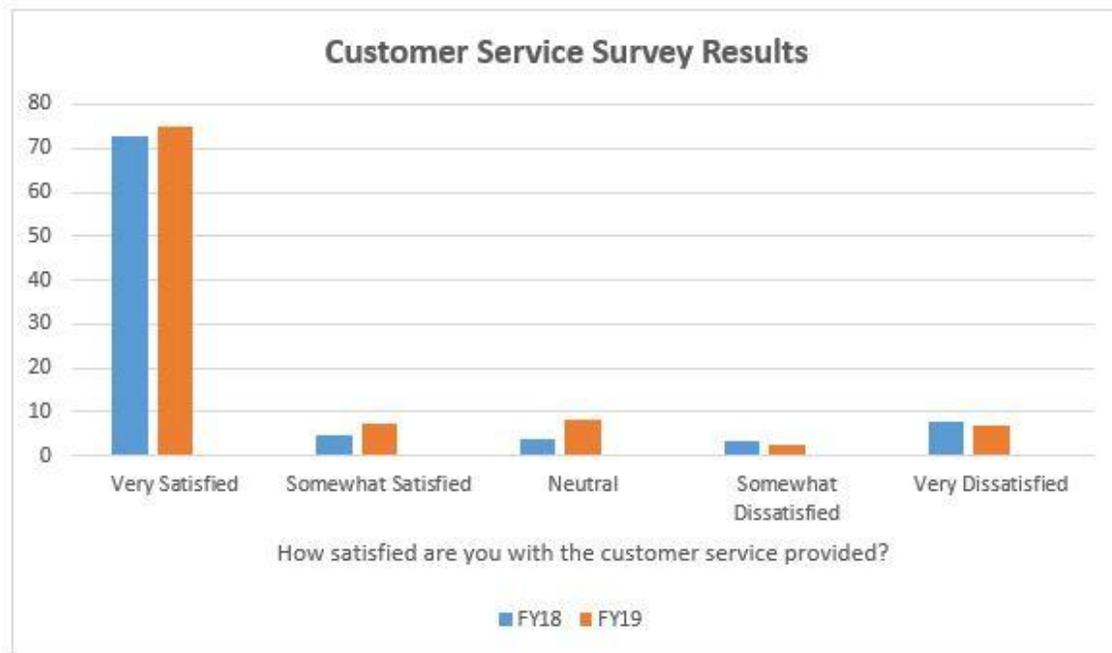
Detailed FY19 Results and FY20 Plans

General Services made organizational changes and increased staff sizes in public-facing-intensive divisions to improve both work quality and customer response times to customers. We will continue to monitor these improvements in FY20 to gauge their efficiency and effectiveness and make adjustments as necessary.

Customer Service Survey Results

“How satisfied are you with the customer service provided?”

	<u>FY 19</u>	<u>FY 18</u>
Very Satisfied	75.0%	72.7%
Somewhat Satisfied	7.5%	4.6%
Neutral	8.0%	3.9%
Somewhat Dissatisfied	2.3%	3.2%
Very Dissatisfied	6.9%	7.8%



- Achieved **75.0%** *Very Satisfied* survey results in FY19, up from 72.7% in FY18
- Showed significant improvement in reducing the percentage of *Very Dissatisfied* survey results from **7.8%** in FY18 to **6.9%** in FY19.

“The state agency made it easy for me to handle my issue.”

	<u>FY19</u>
Very Satisfied	69.0%
Somewhat Satisfied	1.3%
Neutral	1.0%
Somewhat Dissatisfied	negligible
Very Dissatisfied	7.1%

Status of Customer Service Training

Two all-staff training sessions - winter 2018 and spring 2019 - conducted by an outside contractor.

- Focused on how employees define courteous customer service for both internal (employee-to-employee) and external customers.
- Enthusiastic audience engagement drove home the meaning of courteous customer service and its numerous expressions.
- Training raises awareness, reinforces the message and continues the customer service dialogue within the agency.



*Customer Service Training, Annapolis
May 21, 2019*



Annapolis All Hands



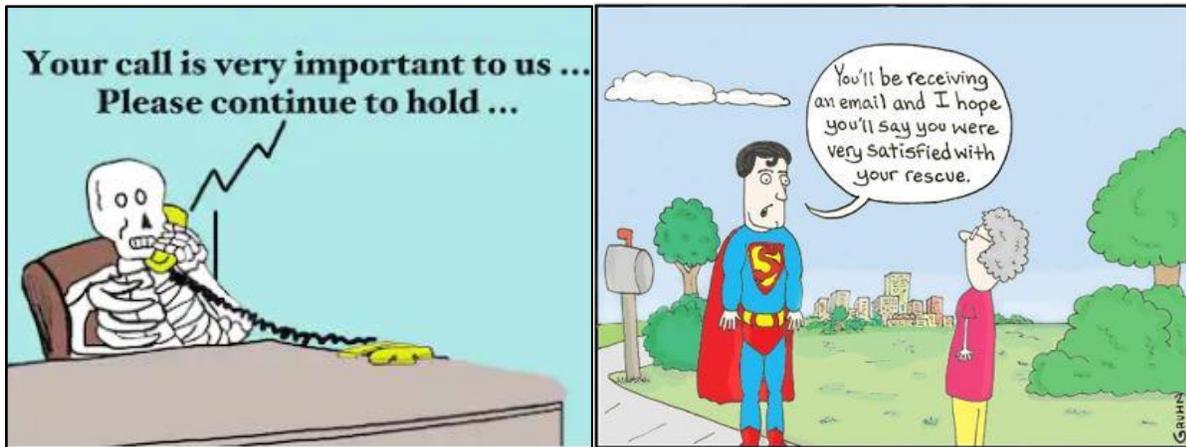
Baltimore All-Hands

Courteous customer service is emphasized at monthly all-hands meetings, with every meeting closed with a customer service tip.



Humorous yet meaningful customer service messages and cartoons are published in the monthly employee newsletter.





Taken together, the customer service training conducted twice yearly with the active participation of employees, the “Customer Service Tip” shared at the monthly all-staff meetings, and the customer service cartoon maintain a high level of awareness among employees of the importance and value of courteous customer service. General Services continues to explore other engaging ways of keeping courteous customer service front and center in FY19 and FY20.

Customer Inquiry Response Times and Overall Time-to-Resolution



Timeliness of Responding to Customer Inquiries

The Customer Service Survey serves as a good barometer of customers' feelings about their interactions with General Services.

- Percentage of “very satisfied” customers increased in FY19 over FY18’s results.
- In FY20, the agency is focusing on reducing the percentage of responses that aren’t “very satisfied” customers.
 - “Somewhat Dissatisfied” and “Very Dissatisfied” survey results are forwarded to the appropriate division head for a response, with a followup to the Director of Communications and Customer Service Liaison to confirm resolution of the matter.
- eMMA (described in the Highlights section) is designed to be more transparent and user-friendly, with easy navigation and quick access to key information about state procurement needs.
- eMaint (described in the Highlights section) has already increased response times to customer requests for service. The agency regularly assesses how it can continue to improve response times and customer satisfaction.

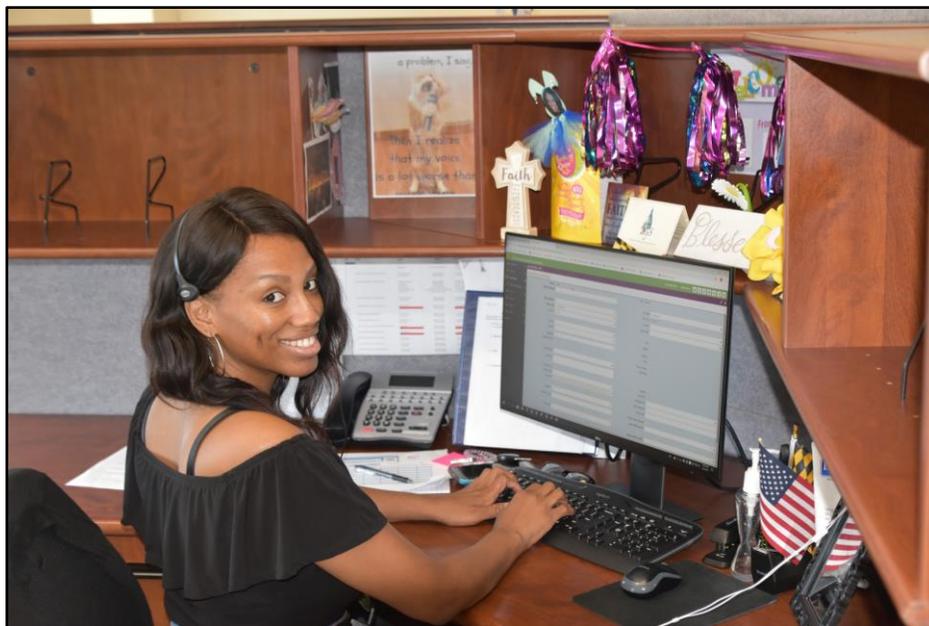
Best Practices

- General Services leadership is active in professional organizations where they meet with their peers to learn about and exchange best practices.
- The agency’s new procurement technology is the envy of procurement officers in other states. It was designed with the customer in mind, with transparency and clear navigation tools.
- eMaint, the agency’s facilities management program, has made it easy for customers to request service and has improved response times.

Call Center Data

eMaint, launched Sept 18, 2018

- A cloud-based comprehensive work request and work order management tool enabling data-driven strategies to extend the life of assets.
 - Staff – 4
 - Hours of Operation – Monday–Friday, 7:00 AM to 4:30 PM
 - Location – 301 W. Preston Street, Baltimore Suite 1210 (In-house)
 - Efficient means of providing customer service through a single point of contact for any tenant concerns relating to DGS-managed facilities.
- Data collected:
 - Work requests/orders from tenants in DGS-managed facilities and DGS staff.
 - DGS-managed building layouts, equipment and equipment repair history.
- Services provided:
 - Assist tenants in DGS-managed facilities with opening and tracking their own work requests.
 - Updating and escalating any work orders for those tenants to provide prompt service.
- FY19 Statistics:
 - # calls – 2,761 (Note: The Customer Service Center began tracking the calls in Oct 2018.)
 - # call backs – 179 (Note: The Customer Service Center began tracking call-backs in February 2019.)



Assisting customers in the eMaint Call Center

Improving the Customer Experience from Multiple Perspectives

Making Agency Services Available Online

With the launch of eMaint in September 2018 and eMMA in July this year, General Services made new technologies available to its customers that are more customer-friendly and speed response times. The website, which is being revamped, provides detailed information about the agency and the services it provides.

Processing Times for Customer Transactions

General Services processes a variety of customer transactions on a daily basis. The agency routinely examines ways to streamline transactions in order to decrease processing times.

Adjusting Hours to Meet Customer Demands

The Facilities Operations and Maintenance Division is on call 24/7 to respond to building emergencies. In addition, the division routinely adjusts its schedules (housekeeping, maintenance, painting, electrical work, etc.) to accomplish their duties with minimal disruption to employees and the general public. For example, the State House, House of Delegates and Miller Senate Building get a thorough inspection for needed repairs and a top-to-bottom cleaning prior to the first day of Session.



Getting things in order for the 2019 General Assembly Session

The Maryland Capitol Police operate on a 24/7 basis, ensuring the security of General Services facilities in Baltimore and Annapolis and the safety of employees and visitors. Being on location around the clock allows them to respond immediately to calls for service.



*2019 General Assembly - First Day of Session
Maryland Capitol Police ensure the safety of elected officials and visitors to the State House*

Social Media Usage to Improve the Customer Experience

General Services posts almost daily on Facebook and LinkedIn. The posts tell our followers about the numerous and varied projects the agency has underway, employees who have been recognized for exemplary service, and community initiatives undertaken with our nonprofit partners, among other activities. They improve the customer experience by telling the agency's story, which some followers might not fully know. The number of followers are steadily increasing for both mediums. The agency will continue its active use of social media in FY20 to keep customers informed of activities and projects that improve their experience with General Services.

Licensing and Permitting from Multiple Perspectives

The Number & Type of Licenses and Permits Processed for FY19

The Maryland Capitol Police Security Card Processing Centers reviewed and processed over 15,000 applications for State ID cards in FY19.

Agency Services Available Online

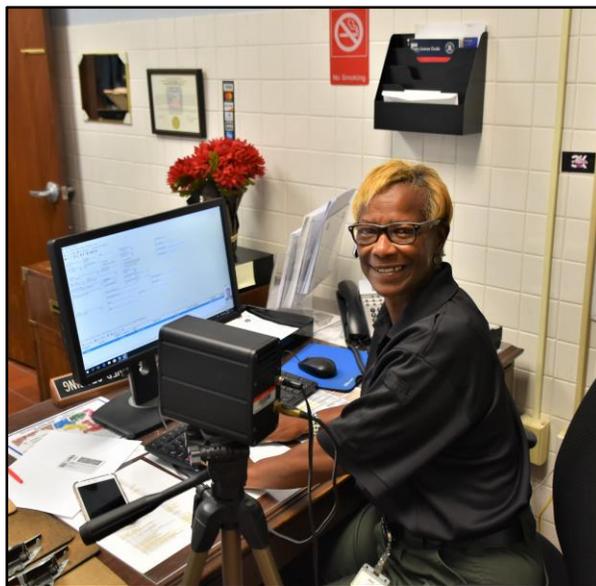
With the launch of eMaint in September 2018 and eMMA in July this year, General Services made new technologies available to its customers that are more customer-friendly and improve response times. The website, which is being revamped, provides detailed information about the agency and the services it provides.

Processing Times for Customer Transactions

Providing State ID's takes a matter of minutes. The individual's paperwork is processed and a photo is taken. The individual leaves with his/her ID.

Adjusting Hours to Meet Customer Demands

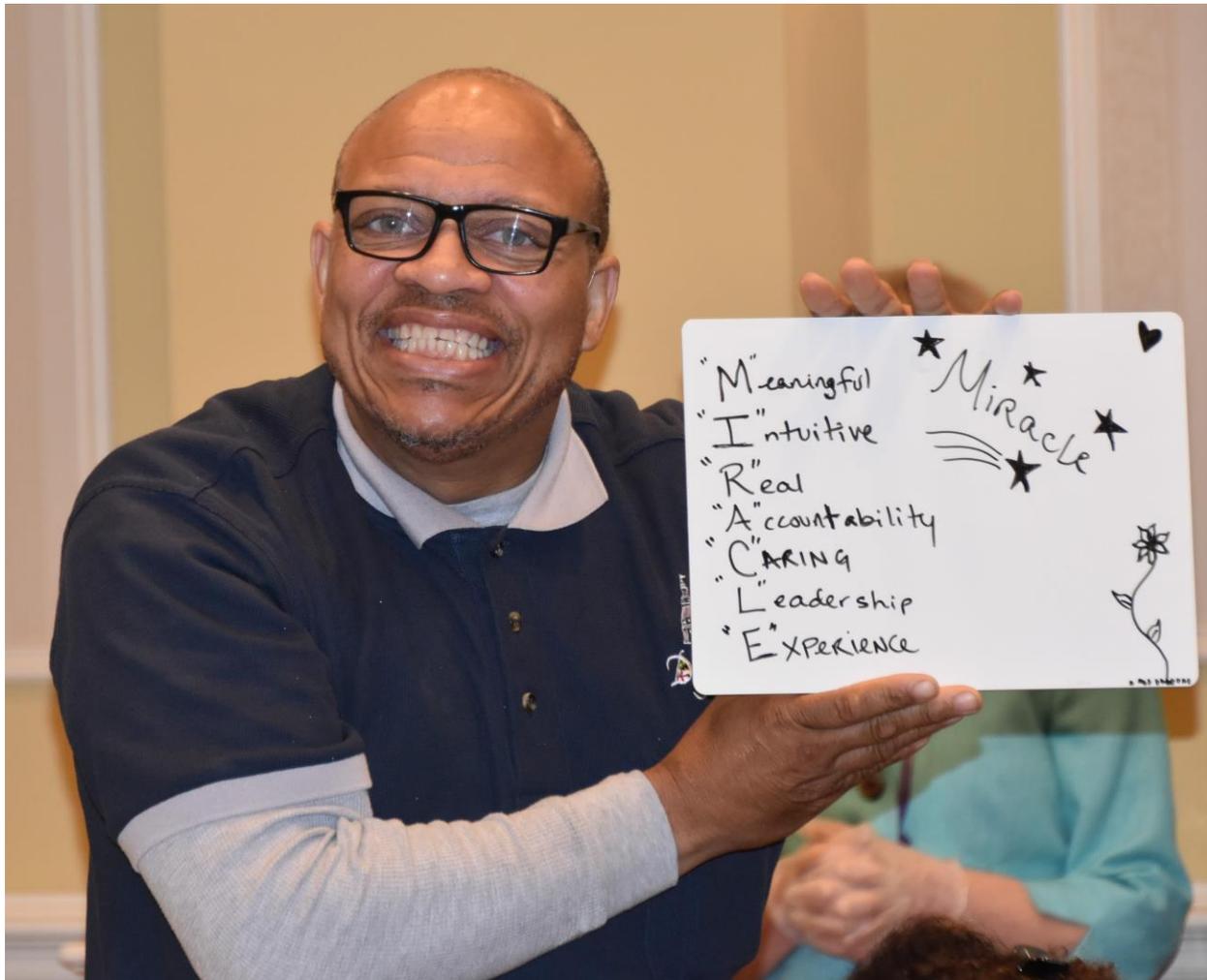
The Maryland Capitol Police Security Card Processing Center in Annapolis is open Monday-Friday, 8am to Noon and 1pm to 3pm. During the first week prior to and first week following opening day of the General Assembly, however, the office stays open later to accommodate those needing new state, media or lobbyist ID cards who are still in line at 3pm.



Sgt. Sheri Jackson in the Annapolis Security Card Processing Center

Satellite Processing Facilities to Meet Customer Demands

Several times a year, Maryland Capitol Police Security Card Processing Center staff travel throughout the state to process and issue ID cards to state employees who cannot travel to Baltimore or Annapolis.



*General Services makes the "miracle" happen every day with courteous customer service.
Customer Service Training, May 21, 2019*